

APPLE-DEVICE-SUPPORT^{Q&As}

Apple Device Support Exam (SUP-2024)

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QUESTION 1

Select three responses.

Which three conditions might require you to enter your passcode instead of using Face ID?

- A. The passcode has been entered incorrectly 5 times.
- B. The device was in sleep for more than 8 hours.
- C. The device has just been turned on or restarted.
- D. The passcode hasn't been used to unlock the device in the last six and a half days and Face ID hasn't unlocked the device in the last 4 hours.
- E. The device hasn't been unlocked for more than 48 hours.

Correct Answer: CDE

Explanation: Face ID is a biometric authentication method that allows you to securely unlock your iPhone or iPad, authenticate purchases, sign in to apps, and more, all with just a glance. However, there are situations where Face ID is not

permitted and you need to enter your passcode instead. According to the Apple Device Support Reference Materials¹, these situations include:

The device has just been turned on or restarted.

The user hasn't used their passcode or password to unlock their device for 156 hours (six and a half days), and the user hasn't used a biometric to unlock their device in 4 hours.

The device hasn't been unlocked for more than 48 hours.

Therefore, the correct answer is C, D, and E.

References:

Face ID, Touch ID, passcodes, and passwords

QUESTION 2

Use this image to answer the question.



What should you do if you forgot your passcode and your iPhone is disabled?

- A. Put your iPhone in recovery mode, then connect it to your Mac or PC to restore it.
- B. Force shutdown your iPhone and wait 10 seconds, then turn it back on.
- C. Wait until the Forgot Passcode? message appears, then follow the instructions.
- D. Connect your iPhone to your Mac, then use Apple Configurator to revive the device.

Correct Answer: A

Explanation: If you forgot your passcode and your iPhone is disabled, you need to erase your iPhone and set it up again. The only way to do this is to put your iPhone in recovery mode and connect it to a computer with iTunes or Finder. This

will erase all your data and settings, including the passcode, and install the latest version of iOS or iPadOS on your iPhone. You can then restore your data and settings from a backup, if you have one, or set up your iPhone as a new device.

To put your iPhone in recovery mode, you need to follow these steps:

Make sure that your iPhone is not connected to your computer, then turn it off completely.

Press and hold the correct button for your iPhone model while connecting it to your computer. For iPhone 8 and later, use the side button. For iPhone 7 and 7 Plus, use the volume down button. For iPhone 6s and earlier, use the home button.

Keep holding the button until you see the recovery mode screen on your iPhone, then release the button. The recovery mode screen shows a cable and a computer icon.

On your computer, open iTunes or Finder and locate your iPhone. You should see a message that says there is a problem with your iPhone that requires it to be updated or restored.

Choose Restore to erase your iPhone and install the latest software. This may take some time, so do not disconnect your iPhone until the process is complete. After your iPhone is restored, you can set it up again using the onscreen

instructions. You can choose to restore from a backup or set up as a new device. References: = If you forgot your iPhone passcode; Apple Device Support Exam Prep Guide, page 8.

QUESTION 3

Select Three.

In MacOS on APFS volumes, when are FileVault encryption keys generated?

- A. When a user is deleted
- B. During the first login by a user on the Mac
- C. When a user turns on FileVault
- D. Setting the first user's password
- E. During user creation

Correct Answer: BCE

Explanation: FileVault is a feature that encrypts the entire APFS volume on a Mac using the AES-XTS data encryption algorithm. FileVault encryption keys are generated at different times depending on the scenario. According to the Apple

Support documents¹², FileVault encryption keys are generated in the following situations:

During the first login by a user on the Mac: This happens when FileVault is turned on during the initial Setup Assistant process. The user's password and the hardware UID are used to protect the class key, which wraps the volume encryption

key. The user's password is also used to generate a personal recovery key, which can be used to unlock the volume if the user forgets their password or their account is deleted.

When a user turns on FileVault: This happens when FileVault is turned on later from the System Settings. The user's password and the hardware UID are used to protect the class key, which wraps the volume encryption key. The user's

password is also used to generate a personal recovery key, which can be used to unlock the volume if the user forgets their password or their account is deleted. An anti-replay mechanism prevents the old key (based on hardware UID only)

from being used to decrypt the volume.

During user creation: This happens when a new user is added to the Mac after FileVault is turned on. The new user's password and the hardware UID are used to protect the class key, which wraps the volume encryption key. The new user's

password is also used to generate a personal recovery key, which can be used to unlock the volume if the user forgets their password or their account is deleted. The other options are not correct because FileVault encryption keys are not generated in those situations. When a user is deleted, their FileVault encryption key is removed from the Mac, but the volume encryption key remains the same. Setting the first user's password does not generate FileVault encryption keys unless FileVault is turned on during the Setup Assistant process or later from the System Settings. References: Intro to FileVault - Apple Support, Volume encryption with FileVault in macOS - Apple Support

QUESTION 4

Which macOS feature allows you to use your iPhone as a webcam?

- A. Focus
- B. Continuity Camera
- C. Stage Manager
- D. Quick Look

Correct Answer: B

Explanation: Continuity Camera is a macOS feature that allows you to use your iPhone as a webcam on your Mac. With Continuity Camera, you can take advantage of the powerful iPhone camera and additional video effects, such as Center Stage, Portrait mode, Studio Light, and Desk View. You can connect your iPhone to your Mac wirelessly or with a USB cable, and choose your iPhone as the camera or microphone in apps that support it, such as FaceTime or Photo Booth¹. The other options, Focus, Stage Manager, and Quick Look, are not macOS features that allow you to use your iPhone as a webcam. Focus is a feature that helps you reduce distractions and stay focused on what matters to you². Stage Manager is a third-party app that lets you control your live stream from your iPhone³. Quick Look is a feature that lets you preview files without opening them⁴. References: 1 Use your iPhone as a webcam on Mac - Apple Support 2 Use Focus on your Mac - Apple Support 3 Stage Manager - App Store 4 Use Quick Look on Mac - Apple Support

QUESTION 5

Scenario

ACME, Inc. suffered a power loss while you were upgrading to a major version of macOS on your Mac Studio. The Mac now shows only a black screen. You tried to revive the computer using Apple Configurator for Mac, but the revive was unsuccessful. Which Apple Configurator action should you try next on your Mac Studio?

- A. Erase All Content and Settings
- B. Update
- C. Revive Device
- D. Prepare
- E. Restore

Correct Answer: E

Explanation: If a revive is unsuccessful, you can use Apple Configurator to restore the Mac. A restore updates the firmware, updates recoveryOS to the latest version, and erases and installs the latest version of macOS on your internal storage. When this process is complete, any data on any internal volumes is unrecoverable. You must restore the firmware and erase the internal flash storage if reviving the firmware is unsuccessful or if you can't start the Mac from the startup volume or the recoveryOS. References: Revive or restore a Mac with Apple silicon using Apple Configurator - Apple Support

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